



# USAccess Blue Top Newsletter

October 13, 2016

Volume 9, Issue 19

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## Upcoming Meetings and Training

### User Group Meeting

- **Tuesday, October 25, 2016, 1:00pm - 4:00pm**
- Location: GSA Central Office 1800 F Street, NW, Room 4232
- Conference Line: [1-888-455-1864](tel:1-888-455-1864), Passcode: 5887966

### Customer Advisory Board (CAB)

- **Wednesday, November 2, 2016, 9:00am - 12:00pm**
- Location: GSA Central Office 1800 F Street, NW, Room: TBD

### Registrar Refresher Training

- **Thursday, November 10, 2016, 2:30pm - 3:30pm**
- Location: <https://meet.gsa.gov/r1njwtxf41/>, [888-455-1864](tel:888-455-1864) passcode: 3611044

### Registrar Classroom Training

- **October 19-20, November 16-17, December 7-8**
- Location: HPE, Chantilly
- Contact [Jim Schoening](#) for information

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## Card activation and card update slowness on September 28

On Wednesday, September 28 we had an issue with card activation and update activities taking longer than usual to complete. This slowness occurred for a few hours that afternoon (noon-4pm Eastern approximately). We posted an advisory to TRACKS

when the issue first occurred and when it was resolved.

Following our research, we noticed that some Agency Activators were conducting the All agency search feature in Attended Activation when searching for an Applicant's card to activate/update. When an Activator selects this feature, it creates a connection for every Agency in the program, therefore creates over 100 connections and causes performance drag. We instruct Activators in our in-classroom training and registrar refresher trainings to instead check the box next to "A Fast Search", as this limits the load on the system and returns the search faster. Eventually we will be removing the link that allows an all agency search (the change is one our CMS vendor will need to make to their software). In the meantime, we've updated the Attended Activation interface to have "A Fast Search" appear first for selection.

Alternatively, Activators could use PCA if loaded on their systems as the software reads the card and the Activator doesn't have to search for the Applicant.

Please share this information with your Activators so we optimize system performance. We also plan to review this again in our next monthly Registrar Refresher training.

## **Issue affecting desktop icons on Light Activation (LA) and Light Credentialing Solutions (LCS) workstations**

On September 22 we discovered an issue created by the Microsoft MS 16-104 patch released on September 13. Through our testing in preparation for routine monthly Microsoft patching maintenance, we discovered a potential issue for Registrars and Activators in accessing the USAccess service portals through the Desktop icons if a Microsoft patch is applied to a Light workstation. The MSO sent out an email to USAccess Agency Leads and backups regarding this issue on September 23.

The issue is caused by the Microsoft MS16-104 KB3185319 patch that was released on September 13, 2016 to resolve vulnerabilities in Internet Explorer (IE).

If this patch is applied, Registrars and Activators will have issues when clicking on the desktop icons on their credentialing workstations that provide links to applications such as Activation, Enrollment, Credential Inventory Tool, the Acknowledgment Page, GSA Online Scheduler, and the Self Service Password Reset portal. Depending on an Agency's domain settings, the role holders will either see a security warning prompt to click OK to proceed to the URL, or no prompt appears and the icon will simply not work.

### **What can we do until a fix is available?**

Until a formal workaround/configuration change is ready, Registrars and Activators can do one of the following:

- If presented with the security warning, Registrars and Activators can simply click "OK" to open the URL. The portal will open and they can proceed as usual with logging in and completing their credentialing activity. They will be prompted with the warning each time they close out the IE window and open the application again.

- If no prompt appears, Registrars and Activators can open an IE window and manually type in the URL of the USAccess Service portal and access it this way. We encourage role holders to book mark these URLs for future use.

If you are having difficulty finding the URL for a specific portal, please contact the USAccess Helpdesk at [USAccess.Helpdesk@HPE.com](mailto:USAccess.Helpdesk@HPE.com).

## Mandatory PIV card login for roleholder portals

Currently, roleholders have a choice to use their username and password or their PIV card to get into some of the USAccess roleholder portals. **However, effective January 1, 2017, all USAccess roleholder portals will require a PIV login.**

**The following portals already require a PIV login:**

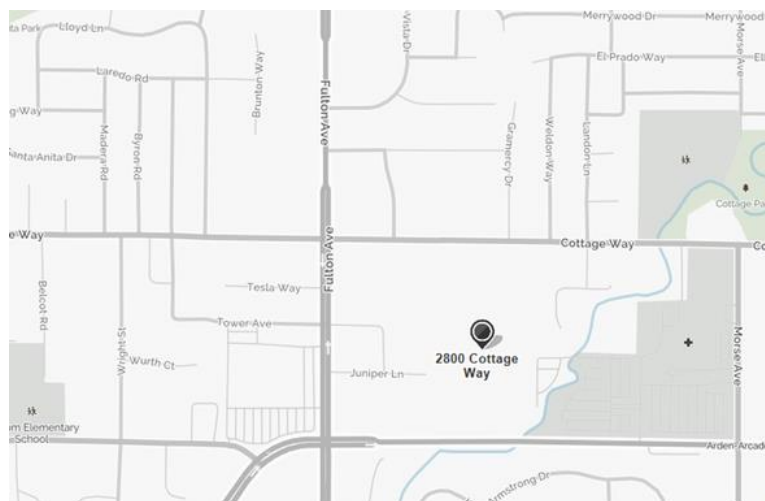
- Enrollment
- Attended and Unattended Activation
- Credential Inventory Tool
- Site Manager
- Local Print/PCA

**The following portals will be affected by the change:**

- Assured Identity (Sponsorship, Security Officer, Adjudication)
- Report Viewer
- TRACKS
- Role Administration
- Self Service Password Reset

The MSO will continue to publicize this requirement in the time leading up to this change.

## Construction to Sacramento, CA DOI USAccess site parking lot



The Sacramento, California Department of Interior facility parking lot will be undergoing construction over the next several weeks. **Between the weeks of September 6, 2016 to October 28, 2016 there will not be any onsite parking available for the employees of the Department of Interior or applicants attending the USAccess Center.**

Due to the parking situation, individuals with USAccess Center appointments are asked to arrive 45 minutes to 1 hour ahead of your scheduled appointment time to allow you to find alternate parking. **Please note, the only entrance to the USAccess Center will be from the Cottage Way Entrance - no one will be able to access the Alta Arden Entrance.**

The new hours of operations are: Monday and Tuesday only from 7:00am - 11:45am and 12:45pm - 4:00pm.

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## Service Enhancements

### Changes/updates since last Blue Top

- Maintenance completed as scheduled on the weekend of Sept 23-Sept 25, as well as October 1.
- Updated Chemical Safety Board (CSB) Zone 4 Return Address.

### Planned changes

For any maintenance downtime periods, please schedule some buffer time to resume enrollment and activation appointments to account for any unanticipated delays in service.

- USAccess Software Release 10.0 has been rescheduled for November 19. Please see the draft release notice posted on the Agency Lead Portal for more information on what is included in this release. This release will enable the PIV-I pilot for our participating agencies among other changes.
- Maintenance is planned for the USAccess service on Saturday, November 5. During this time, the USAccess service will be unavailable.

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## Security Tip

### Cogent Sensitive to Static Electricity

As the dry, winter weather arrives, it is important to do what you can to protect your equipment from damage via electric shock from static electricity build-up. Please identify a grounded object or purchase a static electricity discharge product and ask cardholders to discharge themselves prior to touching the Cogent fingerprint scanners. These pieces of equipment are particularly sensitive to electric shock, so please take added precaution when using it.

If your Cogent scanner is shocked, the light on it will start glowing brightly and not turn off. If this occurs, please call the USAccess Help Desk for help re-calibrating your unit.

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To subscribe to this newsletter click the green envelope in the "Stay Connected" section of the footer below.

Contact Sharon Meng ([Sharon.Meng@gsa.gov](mailto:Sharon.Meng@gsa.gov)) to be added to USAccess distribution lists.

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